



**NO SHOW AND TERMINATION POLICY**  
PATIENT INFORMATION

**A. Termination Policy:**

1. Every patient that is terminated from the care at FHSEC will receive a registered letter from the physician or designee stating the reason for termination.
2. Once an individual physician has terminated the care of a FHSEC patient, no physician within the FHSEC system will provide care for that patient.
3. If the patient feels the termination of care is unjust, then he/she can, during the 30-day period, make an appointment to discuss the extenuating circumstances with the CEO.
4. If the patient is under 18 years of age, the social worker will attempt to contact the guardian.
5. The patient's file will be documented to verify that all measures were taken to fully inform and educate the patient about the importance of complying with the physician's recommendations and the medical protocol before termination.
6. The following are considered reasons to terminate a patient from Family Health Services of Erie County (FHSEC):
  - a. Misuse/abuse of prescriptions and medications
  - b. An individual who fails to show for their first appointment without notification or rescheduling
  - c. The physician determines he/she cannot provide continued, effective care.
  - d. Threat of legal action against FHSEC physicians and employees.
  - e. Leaving the hospital against medical advice will necessitate immediate discharge from FHSEC
  - f. Chronically not showing for appointments
  - g. Failure of patient to comply with the physician's orders regarding the patient's care if that decision prevents the physician from providing adequate medical care
  - h. Discharge will be immediate for a threatening behavior or any implication of harm to any FHSEC staff member

**B. No-Show Policy:**

1. Three (3) missed appointments without cancelling is considered chronically no show.
2. On the first and second no-show appointments, a patient will receive a no-show letter. These letters will be signed and/or initialed by the CEO or physician that was scheduled to see that patient. An appeal form will be included with the letters which will give the patient 14 days from the postmark date to file an appeal. On the third no-show appointment, a patient may be terminated from the practice.
3. Once a patient is discharged from the practice for no-shows, the patient has to wait outside the practice for one (1) year before readmission to the practice.

Every effort will be made to provide ongoing health care to all patients at FHSEC. This medical practice does not discriminate in providing care to a patient due to race, color, sex, religion, national origin, age, handicap, or any other factors prohibited by law.

I have read and agree to abide by the above policy:

( \_\_\_\_\_ )

\_\_\_\_\_  
Signature and (Printed Name)

\_\_\_\_\_  
Date